

2015 AASLH ANNUAL MEETING VOLUNTEER TRAINING 2015

EXHIBIT HALL DATES
SEPTEMBER 17–18

CONFERENCE DATES
SEPTEMBER 16–19

LOUISVILLE, KENTUCKY

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WELCOME AND INTRODUCTIONS

On behalf of the Host Committee and Annual Association of State and Local History, we thank you for your time in making the 2015 AASLH Annual Meeting and Conference a success. We look forward to the event and know it would not be possible without our dedicated volunteers. Please review these materials to prepare.

What is [KHS](#)?

The Kentucky Historical Society, an agency of the Kentucky Tourism, Arts and Heritage Cabinet, was established in 1836 and is committed to helping people understand, cherish and share Kentucky's history through programming, museum exhibits and other activities. The KHS history campus in Frankfort includes the Thomas D. Clark Center for Kentucky History, the Old State Capitol and the Kentucky Military History Museum at the State Arsenal. We have a statewide mission to **"educate and engage the public through Kentucky's history in order to confront the challenges of the future."**

KHS headed the host committee for this year's AASLH conference.

What is [AASLH](#)?

The American Association of State and Local History, headquartered in Nashville, Tennessee, provides leadership and support for its members who preserve and interpret

state and local history in order to make the past more meaningful to all Americans. The AASLH Annual Meeting is an opportunity for history professionals, museum staff, students and volunteers to gather and expand their network of shared historical knowledge.

ABOUT THE ANNUAL MEETING AND CONFERENCE

Conference Dates: Sept. 16-19

Conference Location: Marriott Downtown, 280 W. Jefferson St., Louisville

We expect more than 1,000 professionals from historical organizations across the country to attend. As volunteers, you will be instrumental in enhancing their conference experiences. Daily activities include sessions, workshops, tours and other special events. A preliminary program is [here](#).

The conference theme, "The Power of Possibility," plays off Louisville's tagline, "Possibility City." Just as Louisville's growth and success spring from the barriers 18th-century Ohio River travelers faced at the Falls of the Ohio, the power of possibility allows the public history field to see opportunities rather than obstacles. The conference will explore how we demonstrate, encourage and inspire history professionals to unlock this power.

Host Committee Members

Louisville Convention & Visitors Bureau
Northern Kentucky University

Evan Williams Bourbon Experience
Shaker Village Kentucky

University of Louisville
Belle of Louisville

Filson Historical Society
Riverside, the Farnsley-Moremeyn Landing

Develop Louisville, Commission on Public Art
Locust Grove

Culbertson Mansion State Historic Site
Louisville Water Company

Oldham County Historical Society
Louisville Free Public Library

Frazier History Museum
Solid Light, Inc.

Sons of the American Revolution
Derby Museum

American Printing House for the Blind
The Kentucky Historical Society

VOLUNTEER POSITIONS AND DESCRIPTIONS

These descriptions will give you an idea of what you will be doing at the conference, depending on your assigned responsibility. Please be willing to be flexible with volunteer coordinators if your roles change throughout your shift(s).

Ticket Takers/Session Monitors

These volunteers will be responsible for taking tickets at the door for events that require paid entrance as well as laying out evaluations prior to the start of each session and collecting them once the session is over. Each volunteer will be responsible for 2-3 sessions during their shift time.

Hospitality

These volunteers are responsible for making sure that each conference attendee feels welcomed and that their questions are attended to. We know that many of our volunteers are not from the Louisville area, so we have arranged for Louisville's Visitor and Convention Bureau to be present during part of the event and to provide materials for when they can't be there.

Registration Desk

These volunteers will be present at registration stations to hand out packets and tote bags to conference attendees. They will also assist with on-site registration and any additional tasks that staff need.

Greeter/Floater

These volunteers will primarily be stationed in the hotel lobby, at pivotal points in the hotel where visitors may be lost, and at the entrance to the hotel from the parking garage. They will serve as a welcoming face to conference attendees and help to direct them to registration, sessions, restrooms or hospitality.

Tote Bag Assembly

These volunteers will help stuff attendee tote bags before the conference on Monday, Sept. 14.

Saturday 5K

These volunteers will pass out water and snacks, collect garbage and help with registration on race day.

CUSTOMER SERVICE BASICS

Regardless of your volunteer position, your ultimate role as a volunteer at the AASLH Conference is to ensure that attendees feel welcomed and accommodated throughout the conference. We don't expect you to know everything, so please feel free to reach out and ask questions.

Remember to:

- Choose a customer-focused attitude
- Avoid saying "I don't know." If you don't know the answer to a question, send the attendee to the registration desk or ask an AASLH or KHS staff member
- Handle complaints with a positive attitude and work to find a viable solution, avoid being negative about the complaint and try to understand the customer's point of view
- Be prepared – it is impossible to know everything that is happening during the week of the conference, but try to familiarize yourself with what will be happening during your volunteer shift(s) by going over the preliminary program guide

LOUISVILLE TOURISM INFORMATION

Many conference attendees will want to know the best places to eat, where to go when they aren't attending the conference, and general information about Louisville and how to get around. Try to familiarize yourself with a few places that sound interesting, and maybe even check them out on your own time. The ones marked with asterisk are in the conference area.

Where to Eat

- **Against the Grain** | 401 E. Main St.
- **Bluegrass Brewing Co.** | 300 W. Main St.
- **Dish on Market** | 434 W. Market St.
- **Harvest** | 624 E. Market St.
- **Jeff Ruby's** | 325 W. Main St.
- **Mayan Café** | 813 E. Market St.
- **Milkwood** | 316 W. Main St.
- **Mozz** | 445 E. Market St.
- **Proof on Main** | 702 W. Main St.
- **The Oakroom** | 500 S. 4th St.
- **The Troll Pub** | 150 W. Washington St.
- **Toast on Market** | 620 E. Market St.
- Also in the area: KFC, TGI Fridays, Hard Rock Café, Papa John's, Jimmy Johns, Subway, Qdoba, Chipotle Mexican Grill and a lot more.

What to Do

Fourth Street Live

Located just a few minutes from the Marriott hotel between Liberty Street & Muhammad Ali Boulevard, Fourth Street Live is a premier dining, entertainment and shopping district. Hotspots include the Hard Rock Café, Red Star Tavern, the Improv Comedy Club and Howl at the Moon.

Waterfront Park

The location of the 5K on Saturday, Waterfront Park is a short walk from the Marriott and includes 84 acres of walking paths, fountains and playgrounds. The Louisville Walking Bridge crosses the Ohio River from Waterfront Park to Indiana. It is a must do.

Nulu

Located on Market and Clay streets and a few blocks from the Marriott, NuLu, "New Louisville," is home to many historic restoration projects and several restaurants that serve food made with organic and locally sourced ingredients. Nulu is best known for its art galleries and antique shops.

Construction

A major bridge construction project from Louisville to southern Indiana is affecting I-65 and I-64 and some surface streets. Be prepared for slow traffic and detours. Get current information [here](#) and sign up for text and email alerts to help you in your commute to the conference.

Helpful Links

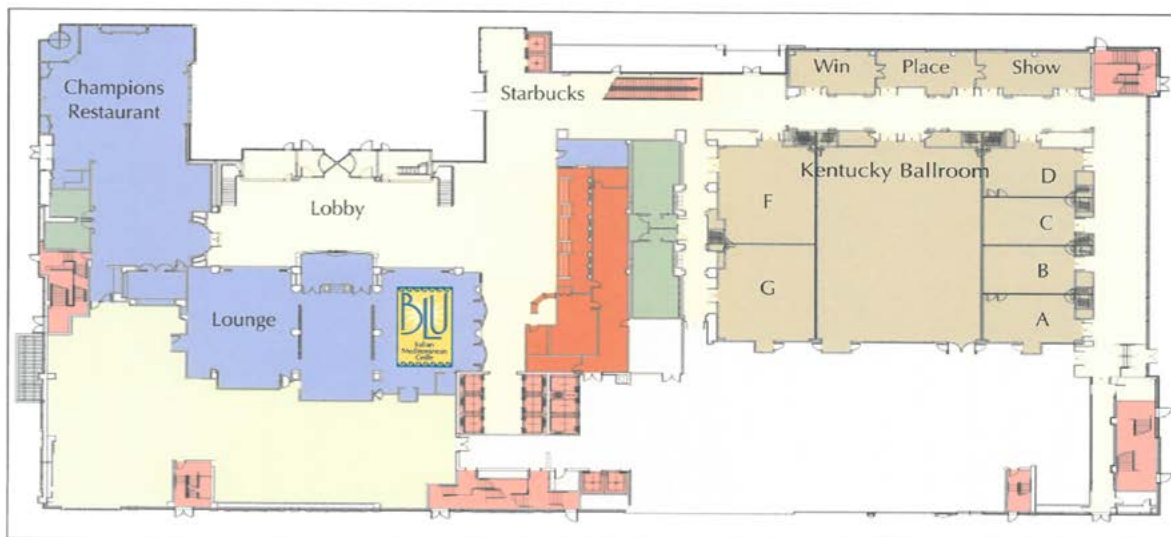
[Louisville Convention & Visitor's Center Website](#)

[Preliminary Program Guide](#)

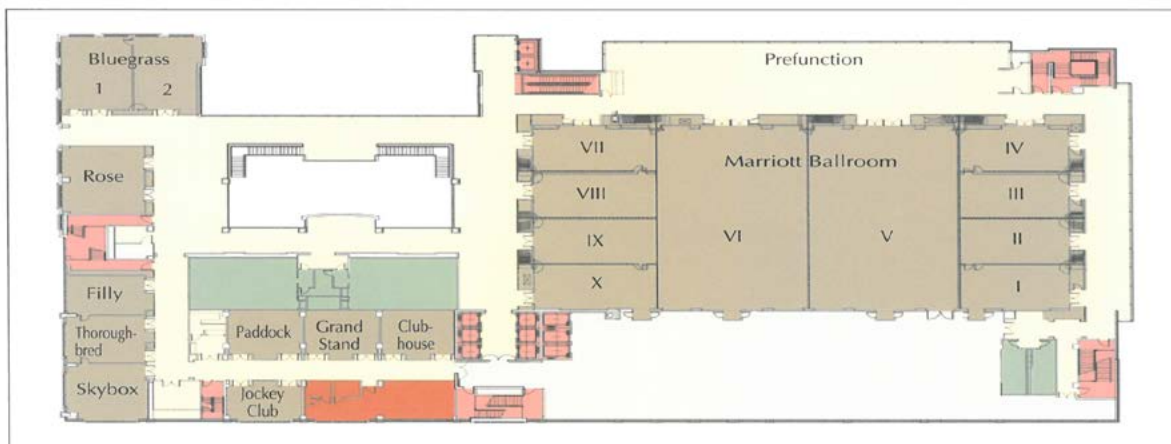
[Marriott Downtown Website](#)



First Level



Second Level



Where to Park

Park at 440 S. 2nd St., located at the corner of 2nd and Liberty. AASLH will pay for parking during your volunteer shift. We will send out parking passes via email the first week of September.

Volunteer Check In

Samantha and Phyllis, volunteer coordinators, will meet you at volunteer check-in when you arrive for your shift. Volunteer check-in will be on the second floor of the Marriott in the section of the map that says "Marriott Ballroom." Look for us at the built-in check-in desks. There will also be space in this area for you to put a few belongings, like purses, jackets, keys, etc.

FAQS, NEXT STEPS AND CONTACT INFORMATION

Volunteer FAQs are [here](#).

Next Steps:

- Familiarize yourself with Louisville attractions and the preliminary program guide
- Contact Samantha and/or Phyllis with your questions or concerns
- **GET EXCITED!**

CONTACT INFORMATION

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